

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



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April 27, 2004

TO: Each Supervisor

7/15/05

FROM: Bryce Yokomizo, Director

SUBJECT: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDERS**

This is to notify you of my intent to request the Internal Services Department (ISD) to execute 12 new Work Orders for a total of \$2,488,066 and extend an existing Work Order in the amount of \$70,692 for a combined total of \$2,558,758, under the Information Technology Support Services Master Agreement (ITSSMA). The 12 new Work Orders are rebids of projects that individually will exceed the \$300,000 limit and the extension of the existing Work Order will also increase the maximum amount. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000. This request is to obtain technically skilled contractual staff for the Department of Public Social Services (DPSS) in order to continue several critical automation projects.

BACKGROUND

DPSS has utilized the ITSSMA process to augment its technical resources and to help the Department meet its critical Information Technology (IT) needs. By doing so, my Department has been able to draw upon this technical service to improve the efficiency and effectiveness of the Department.

In addition to maintaining our automated networks, these contractors provide technical data and statistical analysis, conduct detailed system testing, and develop technical programs to generate system reports and measure the performance of various automated systems.

The demand for experienced, qualified technical staff as requested under these ITSSMA procurements has been consistent and is expected to continue through Fiscal Year 2004-05.

"To Enrich Lives Through Effective And Caring Service"

SCOPE OF WORK

The projects supported by these ITSSMA contractors are critical to the continued programs that are administered by the Department. Under the direction of the County Project Managers, contracted staff will continue to supplement the Department's technical resources on the following projects. These projects are also outlined on the attached list:

- Automation of statistical reports (InfoQuest/Cool Ice Specialist)
- Data reporting specialist
- Network client field engineer
- System development
- Lotus Notes application/technical architecture projects
- Financial application development and analysis
- Equipment installation/deinstallation
- Q-Link programming and web-based reports
- Cost containment of LEADER (independent evaluation)
- Regression testing

Continuation of these projects is essential to maintain the integrity of the department's IT infrastructure and ensure compliance with State and federal reporting, facilitate detailed architectural systems design, strengthen computer security and enhance customer service to our participants.

These projects conform to our Business Automation Plan, as required by the Chief Information Officer.

JUSTIFICATION

County staff are not available to provide these essential functions. DPSS has aggressively sought to hire County personnel to fill vacant technology positions; however, our best efforts have been unsuccessful. While we have filled some vacant positions, we still are challenged to recruit qualified staff. Consequently, we utilize ITSSMA to supplement our existing IT staff. Several of the consultants perform highly specialized and technical functions, and have extensive knowledge of DPSS systems. They have acquired detailed knowledge of our technical infrastructure and network topologies. In addition, they are experienced with the Department's computer-related equipment installations, software, system applications, and network configuration and have an understanding of our business process and procedures. Continued use of consultants will allow the Department to maintain the level of IT expertise needed, and currently unavailable within the Department.

While the Department recognizes that reliance on contract consultants may not be ideal, we continue to be unable to attract comparably qualified permanent replacements within the allocation of items available to us. The reality of this limitation is especially notable for staff performing network administration, system analysis and programming, and technical reporting. Although several exams have been administered for Information Systems Analyst positions, the results have not produced candidates with the skills and experience required to perform these more technically specialized functions.

The services received under the ITSSMA Work Orders are essential to the effective functioning of our department. We rely heavily on automation to manage our technical infrastructure, electronically combine data from various automated systems for reporting, and for electronic communication within our department and other agencies. Therefore, it is necessary to retain experienced consultants who have gained first-hand knowledge of our operations and business systems, to mitigate the risk of losing this ability.

FISCAL IMPACT

The total amount of the 12 new Work Orders and the additional funding added to the one Work Order being extended through Fiscal Year 2004-05 is \$2,558,758. Funding is included in the FY 2003-04 DPSS budget for ISD Services and Supplies, and is also requested in the FY 2004-05 budget. These costs are sub-vented by State and federal funds and the Net County Cost (NCC) is approximately \$240,523.

Costs for Fiscal Year 2003-04

The total estimated costs for the extended Work Orders in FY 2003-04 are \$402,566. To the extent these costs are claimed to CalWORKs and Food Stamps, there is no additional net County cost (NCC) after the required MOE is met. For FY 2003-04, the NCC is estimated at \$37,841 resulting from costs associated with other programs, such as General Relief. Sufficient funding is included in the FY 2003-04 Adopted Budget.

Costs for Fiscal Year 2004-05

The total estimated costs for the extended Work Orders in FY 2004-05 are \$2,156,192. To the extent these costs are claimed to CalWORKs and Food Stamps, there is no additional NCC after the required MOE is met. For FY 2004-05, the NCC is estimated at \$202,682 resulting from costs associated with other programs, such as General Relief. Sufficient funding is included in the Department's FY 2004-05 Proposed Budget.

NOTIFICATION TIMELINE

In accordance with the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any

concern you may have. If we do not hear back from your Board within two weeks, we will instruct ISD to execute the 12 new Work Orders and one extension. If there are any questions or comments, your staff may contact me or Beverly Marlowe, ASM III In-Charge, Information Technology Division at (562) 623-2100.

BY:rgm

Attachment

c: Executive Officer, Board of Supervisors
Chief Administrative Officer
County Counsel
Interim Director, Internal Services Department

NOTED AND APPROVED:



JON W. FULLINWIDER
Chief Information Officer

**DEPARTMENT OF PUBLIC SOCIAL SERVICES
INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

CURRENT PROJECT TO BE EXTENDED					NEW WORK ORDER/PROJECT				
Work Order No.	Project Name	ITSSMA Consultant	Work Order Term	Current Work Order/Project Amount	New Work Order No.	ITSSMA Consultant	Work Order Term	New Work Order/Project Amount	Total Project Amount
N01-0171	InfoQuest/Cool Ice Specialist	Associated Software Consultants	8/1/2002 - 2/28/2004	\$299,999.00	N01-0220	Associated Software Consultants	5/17/2004 - 6/30/2005	\$211,904.00	\$511,903.00
N01-0179	Data Reporting Specialist Analyst	Associated Software Consultants	9/1/2002 - 2/29/2004	\$299,999.00	N01-0219	Associated Software Consultants	5/17/2004 - 6/30/2005	\$230,566.00	\$530,565.00
N04-0199	Network Client Field Engineer	Unified Technical, Inc.	11/8/2001 - 1/15/2004	\$299,999.00	N04-0413	Unified Technical, Inc.	5/17/2004 - 6/30/2005	\$156,520.00	\$456,519.00
N04-0270	Systems Developer Architect	Impress Technology Solutions, Inc.	9/1/2002 - 5/31/2004	\$299,500.00	N04-0429	Impress Technology Solutions, Inc.	5/17/2004 - 6/30/2005	\$288,960.00	\$588,460.00
N04-0292	DPSS Lead Tech./Architect Lotus Notes Automation	Sierra Systems Consultants, Inc.	9/9/2002 - 3/22/2004	\$299,999.00	N04-0404	PI Technology Inc.	5/17/2004 - 6/30/2005	\$252,840.00	\$552,839.00
N04-0295	Lead Consultant Financial Analyst	West Advance Technologies	10/3/2002 - 4/30/2004	\$299,999.00	N04-0425	West Advance Technologies	5/17/2004 - 6/30/2005	\$238,392.00	\$538,391.00
N04-0301	Installation/Deinstallation Team	Unified Technical, Inc.	11/25/2002 - 2/29/2004	\$97,000.00	TBD (3 Work Orders)	Pending selection	5/17/2004 - 6/30/2005	\$89,096.00	\$570,308.00
N04-0302		Impress Technology Solutions, Inc.		\$100,000.00				\$91,504.00	
N04-0303		Impress Technology Solutions, Inc.		\$100,000.00				\$92,708.00	
				\$297,000.00				\$273,308.00	
N05-0082	Q-Link Analyst	Logic House Ltd.	12/2/2002 - 1/31/2004	\$299,940.00	N05-0116	Logic House Ltd.	5/17/2004 - 6/30/2005	\$264,880.00	\$564,820.00
N7C-0003	Application Software Changes & Cost Containment	GovConnect, Inc.	2/21/2003 - 5/31/2004	\$299,999.00	N7C-0003 (Extension)	GovConnect	6/1/2004 - 7/30/2004 (Ext.)	\$70,692.00	\$370,691.00
					N7C-0005	Pending selection	5/17/2004 - 6/30/2005	\$240,800.00	\$240,800.00
N7C-0004	Regression Testing	GovConnect, Inc.	3/31/2003 - 5/31/2004	\$299,999.00	N7C-0007	GovConnect	5/17/2004 - 6/30/2005	\$329,896.00	\$629,895.00
				\$2,996,433.00					\$2,558,758.00
								\$2,558,758.00	\$5,555,191.00